

# Stacey Bretches

Wa state 98837

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Authorized to work in the US for any employer

## Work Experience

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### **Patient Access Representative**

Kaiser Permanente - Remote

March 2023 to July 2023

Perform general patient access and registration duties in EPIC.

Answer telephones, make appointments, process referrals, maintain provider templates and appointment schedules, verify patient demographics and insurance coverage

Patient account management duties, obtain prior authorization for services, process items in the appropriate work queues to complete registration and enter service capture data

### **Staff**

Department of children youth and families - Ephrata, WA

November 2020 to July 2023

- I HAD TO LEAVE AND COME BACK ( 1/1/21) DUE TO VACCINE RULES
- Conduct routine and random security duties such as headcounts, room checks for cleanliness and contraband, wand searches, outside building checks
- Recognize and assess situations and intervene to maintain facility safety and security using verbal de-escalation and if needed using approved techniques to control the youth.
- Maintain a written account of activities during the work shift and clearly document breaches of security, behavioral incidents, and youth behavior in various logs and youth files
- Provide direction and behavior management during individual and group activities, meals and cleaning chores
- Supervise the completion of facility chores and housekeeping jobs, serve and supervise meals, and escort/supervise the movement of residents within the facility and in the community

### **Patient Access Representative-Kaiser Permanente**

Aston Carter - Remote

August 2022 to March 2023

Perform general patient access and registration duties in EPIC.

Answer telephones, make appointments, process referrals, maintain provider templates and appointment schedules, verify patient demographics and insurance coverage

Patient account management duties, obtain prior authorization for services, process items in the appropriate work queues to complete registration and enter service capture data

### **CNA Mentor**

NextStep - Remote

February 2020 to December 2021

I was responsible for engaging with and providing direct support to the NextStep learners. Making sure they did their training and job placement program via in-app chat, email, phone, and SMS.

- Daily zoom standup meetings
- Biweekly zoom team meetings
- Making sure i was following QA guidelines
- Salesforce, Twilio, Calendly
- Make sure all pre-requirements are met
- Schedule labs and clinical
- Find them a job with our job coordinator
- Make sure they schedule exams with the state

### **Covid-19 Screener**

PathFinders

March 2020 to July 2021

Screen people for Covid -19

Customer service

Data collector

HIPPA regulations

Understand all signs and symptoms of Covid. Knowledge of rules and guidelines. I do have a tracer certificate.

### **Coffee Shop Owner**

Spokane, WA

February 2017 to October 2019

- I owned 2 shops in Spokane, 1 in Odessa and 1 in Ephrata. I had 1 at the Gorge for two summers
- Product inventory
- Till balance
- Cash deposits
- Customer service
- Hiring of employees
- Background checks
- Ran 5 coffee shops & 12 employees

### **Administrative Assistant**

Odessa Memorial Healthcare center - Odessa, WA

January 2018 to May 2019

I assisted the CEO in all contracts and correspondence that needs to be fulfilled. I credential all providers and locums for the hospital and clinic, communication with all vendors. I arranged and led all medical, dept directors and board member meetings and took minutes. I recorded analyzed portfolios and maintained the website and Facebook. I made sure all Public records requests are made in time and status with the law. I sent off all travel and recipients to the CFO, all update licensee for the whole hospital and vendors.

### **CNA - Certified Nursing Assistant**

Odessa Memorial Healthcare center - Odessa, WA

December 2017 to January 2018

I was a Full time CNA until I was promoted into the administrative position.

- Took vital signs regularly

- Performed post-mortem care, if needed
- Follow Care plans
- Nurse delegated
- Provided for residents' physical and emotional needs
- Used meditech

### **CNA - Certified Nursing Assistant**

All Heart Staffing - Moses Lake, WA  
2016 to 2017

I was a CNA for a staffing company. I traveled to Coulee city & Odessa

### **CNA - Certified Nursing Assistant**

Omni - Moses Lake, WA  
2015 to 2015

I was a traveling CNA I left Friday morning and worked in Colville until Monday, then would come home. I worked in the Psych unit. I did this all spring and summer

## Education

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### **Transfer Credits**

Big Bend Community College - Moses Lake, WA  
2006 to 2009

### **AIT school in Welding/ maintenance**

Aberdeen, MD  
2001

### **Certificate in Administration certificate for AFH**

Seattle CC - Seattle, WA  
2015

### **High school diploma**

Soap Lake Middle & High School - Soap Lake, WA

### **Certificate in Mental health delegation**

### **Certificate in Delegation of insulin**

### **Certificate in Delegation of medication**

## Skills

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- EMR systems (5 years)
- Mac OS (4 years)
- Salesforce (2 years)
- Slack (2 years)
- Epic (2 years)
- Meditech (5 years)

## Military Service

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**Branch: Army NG**

Service Country: United States

Rank: PFC

October 2000 to November 2003

## Certifications and Licenses

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**Covid-19 Tracer**

Present

**CNA**

December 2003 to December 2023

I am also have my nurse delegation certificate for medication and insulin

**CPR/AED**

2023